Return on Investment (ROI) Program Funding Application

Contact Information:

Date:	7/20/07
Agency Name:	Iowa Homeland Security and Emergency Management Division
Project Name:	WebEOC: State of Iowa Crisis Information System
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Amount of Funding Requested: $150,000

Purpose of Application

The Iowa Department of Public Defense, Homeland Security and Emergency Management Division (HSEMD), seeks ROI Program Funding to support the software used by HSEMD to coordinate with state agencies and local governments during disasters. The amount requested will be used for upgrading equipment and purchasing additional licenses of this enterprise-wide tool used in emergency response and recovery.

Section I: Project Description:

The Iowa Homeland Security and Emergency Management Division (HSEMD) proposes expanding the state's current investment in WebEOC, the Crisis Information Management System (CIMS) for Iowa. This expansion includes more features for information sharing for statewide emergency response between state agencies and local governments.

WebEOC is the incident management software that brings real-time crisis information to the state's Emergency Operations Center (SEOC). The primary function of WebEOC is to provide a browser-based communications link between the SEOC, State Agencies and County Emergency Operations Centers during exercises and real-time response and recovery events. WebEOC is designed to make crisis information universally available to authorized users and is web-based and easy to use.

WebEOC has enabled emergency managers, responders, and support staff at the local, state, and federal levels to communicate and coordinate with increased efficiency and expediency. The system has the capability to manage mission assignments, manage resources, post significant event information, link documents, create maps, and run exercise simulations. This system was instrumental in the level of response that occurred during the February-March 2007 winter storms.

WebEOC benefits the State of Iowa emergency management community and related emergency management preparedness efforts by:

- Providing a secure application for information sharing, accessible to authorized users during emergency and in daily operations.

- Enabling users to quickly post and access important information during an emergency.

- Providing flexible deployment and customization for the WebEOC user through customized links to documents, current systems, and websites.

- Allowing greatly enhanced access to information. WebEOC connects local, state, federal, and private sector responders to a common application aiding in response and recovery from a disaster.

Section II: Expected Results

Impact on Citizens

Iowa HSEMD works closely with all state agencies and county emergency management officials, as well as with local law enforcement agencies, fire departments and emergency medical specialists. WebEOC supports HSEMD's mission to lead, coordinate, and support homeland security and emergency management functions. This work allows sustainable communities and economic opportunities for Iowa and its citizens. WebEOC provides a single information sharing application during disasters as well as in HSEMD's day-to-day responsibilities.

Impact on Other Agencies

WebEOC provides a common application for state and local users to achieve compliance with federally defined exercise and training guidelines for state and county emergency management organizations. It also allows local and state agencies real-time engagement during disasters.

Impact on Department Staff

HSEMD's responsibilities before, during and after a disaster are to facilitate preparedness, response, recovery and mitigation activities. The division benefits from WebEOC by utilizing a single application to access plans, maps, resources and information. State and local agencies can access WebEOC from any internet connection to provide easy access. Because of this, users are able to prepare for a disaster before it occurs by posting plans, maps, and other crucial information to WebEOC. The availability of this system to the user greatly improves in the state's ability to prepare for and recover from a disaster.

Number of Users

HSEMD currently administers 180 multiple WebEOC accounts. Each account can have unlimited users logged in at the same time. To date over 410 users are trained statewide, at both the local and state levels.

Section III: Financial Analysis

Estimated Project Costs and Funding Sources

Table One is included below. There is a one-time expense of $50,000 for upgrading systems and a recurring cost of $100,000 for training, upgrades, and license maintenance.

Table One: Estimated Project Cost

	FY09	FY10	FY11	FY12	FY13
Development Costs (system upgrades)	$50,000	$0	$0	$0	$0
Recurring Costs (licenses, training, etc)	$100,000	$100,000	$100,000	$100,000	$100,000
Total Costs	$150,000	$100,000	$100,000	$100,000	$100,000

The implementation and development of WebEOC have heretofore been funded from U.S. Department of Homeland Security grants since the software's implementation in 2004. HSEMD assumes the responsibility of paying staff time for further development of the system and is looking for the ROI grant money to upgrade the equipment, purchase additional licenses and conduct training. It is HSEMD's intent to eventually receive state funding in outlying years for licensing and hardware costs.

Table Two: Percentage of Costs From…

	FY09	FY10	FY11	FY12	FY13
General Fund	0	0	0	100%	100%
Federal or other funding	0	0	0	0	0
Pooled Technology Fund	100%	100%	100%	0	0

Estimated Cost Reductions

Table three lists the state agency (HSEMD) Benefits and the cost benefits to the state agency and county emergency management agencies. The HSEMD benefit is calculated on the fact that the agency has to pay the annual cost to use this application for all users in the state. For this application, the 'For Other State Agencies' row is actually the savings to each state agency and county emergency management coordinator if we had a contract on per user expense versus our current per CPU license agreement. This is an average cost savings of $500/year per user. These savings also incorporate the expected time savings as a result of local and state agencies using a single software application that allows users to share all information. The staff time required to support this work without WebEOC would be significant.

Table Three: Projected Reduction in Expense

	FY09	FY10	FY11	FY12	FY13
For Requesting Agency	$180,000	$180,000	$180,000	$180,000	$180,000
For Other State Agencies	$70,000	$70,000	$70,000	$70,000	$70,000
TOTAL Cost Reductions	$250,000	$250,000	$250,000	$250,000	$250,000

Other Benefits

Overall, it is difficult to explain all of the benefits of WebEOC because it touches so many different state agencies and local users in numerous ways. With WebEOC, emergency responders don't need to worry about finding crisis information management system software to manage their resources, missions/tasks, or to link their important plans and disaster related documentation. Every year Iowa suffers natural disasters and conducts numerous training exercises and WebEOC provides a real-time information system that is uniform across the state. The system is intuitive and many people can be trained by a user with minimal to moderate experience. With WebEOC offers the ability to add new users on the fly without having to worry about acquiring new licenses and finding funding for them, two critical issues during an emergency.

Table Four: Calculated Estimated Return on Investment

	FY09	FY10	FY11	FY12	FY13
Total projected cost from table one	$150,000	$100,000	$100,000	$100,000	$100,000
Total projected cost reductions from table three	$250,000	$250,000	$250,000	$250,000	$250,000
Projected Net Benefit to the State of Iowa	$100,000	$150,000	$150,000	$150,000	$150,000

Section IV: Auditable Outcome Measures For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

Improved customer service

    The largest measurable benefit to supporting the statewide use of WebEOC is that state and local agencies will have a common information system to help them better prepare to respond to and recover from a disaster or emergency. Both internal and external customer service will be measured by an improved system for communication and for standard emergency operations center procedures. Through using WebEOC, these local and state agencies will also realize significant time savings in sharing information, which in emergency management often results in fewer accidents, injuries and fatalities.

Citizen impact

    The people of Iowa have and will continue to benefit from improved response to emergencies at both the local and state level. This system provides real-time information to the state agency responder and the county emergency management coordinator enhancing their ability to quickly coordinate and communicate efficiently with fellow coordinators and HSEMD. This is critical during disaster response activities.

Cost Savings

    As detailed in Table Three, the cost savings come mainly from having one system for all users to access. An enterprise crisis information management system means that other state agencies and counties do not have to fund similar technology. Aside from the efficiencies in having one system, the efficiencies in time will allow state agencies and counties to reallocate resources to focus on response and recovery activities.

Project reengineering

    Since this application is already in use and has been used in numerous emergencies and training exercises, there won't be any reengineering required. This grant would allow for system upgrades and purchasing of additional licenses.

Source of funds (Budget %)

    It is projected that 100% of the funds would come from the state general fund in outlying budget years.

Tangible/Intangible benefits

    The measure of success is the ability to enhance emergency response and EOC-to-EOC communications during a disaster/emergency. WebEOC has proven to be an invaluable tool during recent emergency operations center activations. Last year the ROI program funded the HSEMD LDRPS STROLS tool project which can be connected to WebEOC. It is great technology and has quickly become the industry leader across the country. This LDRPS-WebEOC interconnectivity will allow HSEMD to achieve greater efficiencies as these two programs (LDRPS and WebEOC) are further integrated.